

Title: Appointments

Purpose

Guidance for local agencies in making appointments for WIC applicants.

Authority

State Policy

Policy

An appointment system will be used in local agencies for the delivery of WIC benefits.

I. Background Information

- A. A variety of office management systems are available to local agencies. Local clinics can establish their scheduling system to meet the needs of their participants.
- B. Office hours will be posted in a conspicuous place so participants are aware of normal clinic hours and any non-traditional hours.
- C. Non-traditional hours will be provided for WIC services outside traditional hours for working, rural and student participants.

II. Appointments

NOTE: Parent/Guardian, Authorized Representative or Alternate Representative must be present at certification/sub-certification appointments.

- A. The request for service may be made in person or over the phone.
- B. When new participants make an appointment with the WIC clinic, WIC staff must start a folder for the family.
- C. The date the folder is started starts the federally regulated timeline in which a participant is to receive notice of their eligibility/ineligibility.
- D. Clinics should inform applicants of required documents for certification:
 - 1. Identification (individual documentation).
 - 2. Residency (household documentation).
 - 3. Income (household documentation).
 - 4. Rights and Responsibilities (individual documentation).
 - 5. Anthropometric test results (if required).